



Frequently Asked Questions (FAQs)

Why is Multi-Factor Authentication (MFA) important?

Username and passwords alone can't protect against modern cyber threats like phishing and hacking. Multi-Factor Authentication (MFA) adds an extra layer of security, keeping your account safe even if your password is compromised while ensuring compliance and peace of mind.

When will MFA be implemented?

MFA is already available! Sign up today if you wish to take advantage of the added security.

Is MFA mandatory?

No, it is not mandatory at this time however, we encourage you to take advantage of any process that safeguard your personal health information.

What are my authentication options?

You will be able to choose from two secure methods. Users can select either email or an authenticator application such as (Google Authenticator or Microsoft Authenticator) for their choice for their MFA.

What if I lose access to my second factor?

We have established a secure recovery process. If you lose access to your secondary device or factor, please contact our support team to regain access to your account after a verification process.

Will MFA slow down my login experience?

The additional step typically takes only a few seconds and is designed to be as seamless as possible.

Please contact us should you need additional help.